



# ALERT

**Beginning Sept. 1, 2017, Express Scripts will need annual consent from patients who want to receive automatic refills of their maintenance medications enrolled in TRICARE Pharmacy Home Delivery.**

**This means that just before one of your prescriptions runs out of refills, Express Scripts will reach out to you to know if you would like your doctor to be contacted to renew the prescription and if you'd like to continue in the Automatic Refill program. If not, Express Scripts will not refill your prescription.**

## **What to Expect**

When the last refill of a medication enrolled in the Automatic Refill program ships, Express Scripts will reach out to you by telephone and/or email (depending on the preference you indicated) and ask the following:

- Would you like Express Scripts to reach out to your doctor for a new prescription?
- Do you want to keep your medication enrolled in the Auto Refill program?

## **How to Respond**

Express Scripts will not re-enroll your medication unless they hear from you. You have several ways to respond:

- **Online at [Express-Scripts.com/TRICARE](http://Express-Scripts.com/TRICARE)**
- **Via the automated phone call from Express Scripts**
- **By calling an Express Scripts Patient Care Advocate (PCA) at 1-877-363-1303**

If Express Scripts does not receive your consent within 10 days of reaching out to you, they will remove your medication from the Auto Refill program. However, re-enrolling is simple. You can re-enroll your medication at any time online, or through a PCA.

For more information or if you have questions, go to the [Express Scripts website](http://Express Scripts website). You can also call Express Scripts at **1-877-363-1303** to speak with a PCA.

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